

Lake County Coordinated Transportation Services Committee Title VI Program

I. TITLE VI PROGRAM NOTICE

Purpose: Comply with Title VI requirements, ensuring that “no person in the United States shall on the ground of race, color, or national origin be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving Federal Financial assistance.” (42 USC 2000d)

Title VI notice is posted on:

- Lake County Coordinated Transportation Services Committee (LCCTSC) Website: <http://www.lakecountyil.gov/Transportation/TransitParatransit/Pages/LCCTSC.aspx>
- LCCTSC Riders Guide given to registered riders at the time of sign up from the participating townships and municipalities.
- Websites of the participating townships and municipalities.
- Title VI notice posted at the Lake County Division of Transportation offices.

II. HOW TO FILE A GRIEVANCE, COMPLAINT PROCESS AND APPEAL

Purpose: All patrons of federally funded LCCTSC services have an opportunity to voice his/her dissatisfaction with services in direct relation to Title VI of the Civil Rights Act of 1964.

Grievance Process:

Patrons of federally funded LCCTSC sponsored programs have an opportunity to voice dissatisfaction and grievance with the service without judgment.

The patron may begin a Title VI grievance at any time by directly contacting one of the customer service paid or auxiliary staff members in the following positions:

- Pace Suburban Bus Customer Relations Center
- Township Supervisors
- Municipality Staff
- Lake County Paratransit Coordinator

Patrons are able to voice a grievance without discrimination or reprisal by calling the Pace Suburban Bus Customer Relations Center at (847) 364-7223. All comments, complaints or incidents are recorded.

Once a complaint is recorded the transportation service provider, Pace Suburban Bus, is duty-bound to investigate the complaint.

If a patron files a grievance through their respective township, municipality or the Lake County Paratransit Coordinator, a copy of the complaint is given to the Pace Suburban Bus Paratransit Compliance Department and reviewed by the PACE Quality Assurance Manager and the Lake County Paratransit Coordinator.

Furthermore, a patron may call their local township office, municipality office or the Lake County Paratransit Coordinator to file a complaint.

After a complaint is received and recorded, a PACE representative of the service contacts the patron to discuss the concern and to gather additional information. The Lake County Paratransit Coordinator may call and discuss the issue further with the patron to ensure the issue is resolved.

Appeal Process:

If the grievance is not resolved to their satisfaction, the patron may appeal in writing to the Lake County Paratransit Coordinator (or their Township Supervisor/Municipality Staff) within five (5) working days of receipt of notification from the Pace Suburban Bus Customer Relations Service staff or the Pace Paratransit Operations Manager. The Lake County Paratransit Coordinator will investigate all sides of the grievance and will notify the patron via phone call and in writing of the decision and supporting reasons within ten (10) working days from the date the written appeal is received.

If a patron feels uncomfortable discussing the grievance with the Lake County Paratransit Coordinator, he/she may immediately bring the grievance to the attention of their Township Supervisor/Municipality Staff, and they will discuss the grievance with the Lake County Paratransit Coordinator. The Lake County Paratransit Coordinator will investigate all sides of the grievance and will notify the patron via phone call and in writing of his or her decision and supporting reasons within ten (10) working days from the date of the notification from the Township Supervisor/Municipality Staff.

An opportunity also exists for patrons to vocalize a complaint at the monthly public LCCTSC related committee meetings or the Lake County Coordinated Transportation Services meeting, under the “Public Comment” item on the agenda. The Lake County Paratransit Coordinator will investigate all sides of the grievance and will notify the patron via phone call and in writing of the decision and supporting reasons within ten (10) working days from the date of the public meeting.

Customer Service training is ongoing and Lake County’s core value of respect is taken very seriously regarding the transportation service the LCCTSC provides.

III. TITLE VI COMPLAINT FORM

See attached exhibit form. This is available upon request.

IV. RECORDS OF TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS:

Purpose: In order to comply with 49 CFR Section 21.9(b), Lake County will prepare and maintain a list of any active investigations, lawsuits, or complaints that allege discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or when the complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by Lake County and Pace Suburban Bus Service in response to a federally funded LCCTSC service investigation, lawsuit, or complaint.

No records to report.

V. PUBLIC PARTICIPATION PLAN

Purpose: In order to comply with 49 CFR Section 21.9(d), Lake County shall provide information to the members of the public of the protections against discrimination afforded to them by Title VI.

Information and notification about the federally funded LCCTSC services is provided to the public through the following avenues:

- [Pace Suburban Bus Lake Dial-a-Ride Directory](#) website
- Township and Municipality websites
- Townships and Municipality published newsletters
- Township and Municipality e-newsletters
- Township and Municipality brochures distributed through their local office
- Lake County Division of Transportation “Transit in Lake County” website, under the [Lake County Coordinated Transportation Services Committee](#)
- LCCTSC Committees, made up of residents, non-profit representatives, Municipality staff and elected Township Supervisors, holds monthly public meetings and anyone is welcome to attend. The meeting schedule is posted on the [LCCTSC](#) website.
- LCCTSC outreach efforts and events throughout Lake County as discussed at LCCTSC meetings and or posted to the website.

All public notice information or content disseminated to the public shall include the following:

- (1) A statement affirming that the LCCTSC operates in compliance to Title VI, without regard to race, color, and national origin.
- (2) A description of the procedures that the public should follow in order to request additional information about the LCCTSC programs.
- (3) A description of the procedures that members of the public should follow in order to file a discrimination complaint against the LCCTSC programs.
- (4) Information on translation services offered if needed for individuals who are Limited English Proficient (LEP) and procedures on how to file a complaint into languages other than English.

VI. ACCESS TO LIMITED ENGLISH PROFICIENT PERSONS:

Purpose: Ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

Based on the 2009-2013 American Community Survey 5-Year Estimates, about 72.2% of Lake County speaks English and 17.1% speak Spanish as their primary language at home for the population five years and over.

AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

LANGUAGE SPOKEN AT HOME				
Population 5 years and over	656,905	+/-5	656,905	(X)
English only	474,523	+/-2,437	72.2%	+/-0.4
Language other than English	182,382	+/-2,437	27.8%	+/-0.4
Speak English less than "very well"	68,510	+/-1,724	10.4%	+/-0.3
Spanish	112,482	+/-1,391	17.1%	+/-0.2
Speak English less than "very well"	48,656	+/-1,452	7.4%	+/-0.2
Other Indo-European languages	39,621	+/-1,797	6.0%	+/-0.3
Speak English less than "very well"	10,186	+/-629	1.6%	+/-0.1
Asian and Pacific Islander languages	26,988	+/-1,146	4.1%	+/-0.2
Speak English less than "very well"	9,188	+/-649	1.4%	+/-0.1
Other languages	3,291	+/-689	0.5%	+/-0.1
Speak English less than "very well"	480	+/-145	0.1%	+/-0.1

*Source: 2009 - 2013 American Community Survey 5-Year Estimate Profiles for Lake County

To accommodate patrons in need of translation services for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English:

- Pace Suburban Bus provides translation services for the federally funded LCCTSC service. Patrons may call the Pace Customer Service Relations center at (847) 364-7223 and ask for translation services.
- Patrons may call the Regional Transportation Authority (RTA) Travel Information Center at (312) 836-7000.
- As needed or if requested, Lake County will work with Township Supervisors, Municipality Staff and Pace Suburban Bus to help patrons who need additional assistance due to their LEP barriers.
- LCCTSC publishes and posts Riders Guides in Spanish on the LCCTSC Website.

VII. MEMBERSHIP OF NON-ELECTED COMMITTEE

Racial Breakdown of Transit Related, Non-Elected Planning Boards, Advisory Councils, or Committee, or Similar Decision Making Bodies

BODY	CAUCASIAN	LATINO	AFRICAN AMERICAN	ASIAN AMERICAN	NATIVE AMERICAN
LAKE COUNTY Population*	64.00%	20.70%	7.40%	7.00%	0.90%
LCCTSC Board	100.00%	0%	0%	0%	0%

*Source: US Census Bureau State and County Quick Facts